

Privacy Policy

This Privacy Statement applies to the mobile filtering software of NetSpark, as well as to some of the product support services provided offline.

Information we collect

As part of the operation of the software and our services, we collect information in order to provide better services to our users - and to support the product features that require such information collection.

We collect information in two ways:

Information you give us - For example: personal information, e-mail address, name, address, or phone numbers. We may also collect demographic information such as post code, age, gender, preferences, interests and favorites.

Information we receive from your use of software - We may collect information about your interaction with other websites, applications and services that you use and how you use them without identifying you uniquely. For example, we receive certain information that your browser sends to websites you visit, such as your IP address, browser type and language, access times and redirecting website addresses. We also use tools to analyze website activity and the keywords you used in the search, the pages you view, and so on.

The information includes:

- **Device information** - We may collect device-specific information used to license the use of the software, such as hardware model, operating system version, unique device identifiers, and mobile network information including phone number.

- **Data used to improve the service** - we may automatically collect and store certain information. The information may include:

- Device event information such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and requested URL.
- Statistical information about the software, or the sites visited by the users and geographic location. This information serves to better personalize the content viewed by users according to criteria defined by the user.

- **Data you specifically asked us to collect for monitoring purposes:**

- **Information on Location** – At the customer's request, when you use the software with location-enabled services, such as GPS signals sent by a mobile device, we may collect and process information about your actual location, . We may also use various technologies to determine location, such as sensor data from your device that may, for example, provide information on nearby Wi-Fi access points and cell sites.

- **Information about internet browsing** - At the customer's request, we may collect and process information about internet browsing through your mobile device and the applications that you use.
- **Telephone log information** - At the customer's request, we may collect and process information, phone numbers and SMS information.

Encrypted traffic

To support the product software, we may decode encrypted information, examine it and recode it in a manner that is transparent to the user. This process is fully automated only for websites and software for which there is a concern that failure to perform this process will compromise the customer service.

How we use information we collect

We use the information we collect from all our services to operate and improve our website and our services, to develop new services, to obtain statistical data about browsing patterns of customers and to protect our users. In addition, these uses may help us providing you with more effective customer service, making the websites or services easier to use by eliminating the need for you to repeatedly enter the same information, performing research and analysis aimed at improving our products, services and technologies, such as customizing the filtering mechanisms and the content to which the user is exposed and displaying content and advertising that are customized to your interests and preferences.

We use your personal information also to communicate with you. We may send you certain mandatory service communications such as welcome letters, billing reminders, information on technical service issues and security announcements. For example, in order to notify you of future changes or updates. In addition, and with your consent, we may sometimes send you product reviews or emails of a promotional nature. In order to offer you a more consistent and personalized experience in your interactions with NetSpark, information collected through one NetSpark service may be combined with information obtained through other NetSpark services. We may also supplement the information we collect with information obtained from other companies. We may use services from other companies that enable us to derive a general geographic area based on your IP address in order to customize certain services to your geographic area.

Information we share

We do not share personal information with companies, organizations and individuals outside of NetSpark, except in the following cases:

With your consent - We will share personal information with companies, organizations or individuals outside of NetSpark when we have your consent to do so. We ask for permission to share sensitive personal information.

System administrators - We will share personal information with those who confirmed with our sites account manager to manage the user's browsing possibilities.

Need for external processing - We provide personal information to our affiliates or other trusted businesses and persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other existing confidentiality and security measures.

For legal reasons - We will share personal information with companies, organizations or individuals outside of NetSpark if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process or enforceable governmental request.
- Enforce applicable Terms of Service, including investigation of potential violations.
- Detect, prevent, or otherwise address fraud, security or technical issues.
- Protect against harm to the rights, property or safety of NetSpark, our users or the public as required or permitted by law.

We may share collected, non-personally identifiable information publicly and with our partners – like publishers, advertisers or connected sites. For example, we may share information publicly to show trends about the general use of our services

Changes to this Privacy Statement

Our Privacy Policy may change from time to time to reflect changes in our services and customer feedback. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of privacy policy changes). It is advised to periodically review this Statement to be informed of how NetSpark is protecting your information.